



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.



**UNITED WAY OF SOUTH HAMPTON ROADS
ST-Case Manager**

Title:	VBthrive ST Case Manager
Department:	Community Impact
Reports To:	Manager Economic Mobility
Date Created:	March 2023

Why Work for United Way:

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

VBthrive is a collaborative initiative geared to support long-term pandemic recovery by serving the needs of individuals, families and businesses in the City of Virginia Beach that have been impacted by COVID-19 to help them build stability and lasting self-sufficiency. Specifically, the initiative will work with a variety of partners to provide support for individuals and families through coaching and resource navigation in the priority areas of housing, financial management, workforce readiness, and wraparound services. Mobility Mentors are a key role in the VBthrive program and provide one-on-one coaching to partner with participants on their path to self-sufficiency.

Objectives & Expectations:

The case manager will work directly with individuals to focus on self-sufficiency by connecting them with wraparound services. They will demonstrate an understanding of issues, community needs, and existing systems of care related to the ALICE population. Case management is defined as a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's comprehensive health needs. Case managers support individuals in setting priorities, connecting to resources, and achieving goals. Candidate must be customer focused, data-driven, organized, and results oriented. This position is based in Virginia Beach, and the case manager must be able to work a flexible schedule that includes evenings and/or weekends to meet the individual's needs. Successful candidates will have a strong



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ability to communicate effectively, build relationships and educate stakeholders on the needs of the ALICE (Asset Limited, Income Constrained, Employed) population. Experience implementing motivational interviewing and trauma-informed practices is preferred.

Commitment to equity, diversity & inclusion

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. For complete details that include attributes and behaviors please see the United Way Core Competencies Checklist in the shared Human Resources Network Folder. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Essential Duties and Responsibilities include the following:

- Providing individualized wraparound services for individuals within ALICE population and those living below the Federal Poverty Level
- Manage and maintain a case load in an effective and efficient manner.
- Thorough documentation of case management activities in an objective, detailed, and timely manner
- Accurate tracking and reporting of demographic information and data regarding individual needs and referrals within specified guidelines.
- Assist and support individuals in developing goals to form manageable steps and overcome barriers through problem-solving



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- Serve as a resource for the individual and family on issues including housing, budgeting, career and education, childcare, physical and mental health, and more
- Maintain a working knowledge of community resources and advocacy to initiate and coordinate service delivery and follow-up.
- Meet with individuals at times and locations that meet their needs. The majority of meetings will be over the phone, flexibility needed to meet at participant homes or out in the community.
- Establish collaborative partnerships with other public and private agencies/services, and establish ongoing connections, resources and supports for participants.
- With the support of lead mentors, plan, organize and facilitate workshops and community groups around educational topics and peer support
- Provide rotating staff coverage for the the VBthrive Resource Center
- Assist in recruitment of participants and marketing in Virginia Beach
- Serve as an extension and representatives of UWSHR in all work related to VBthrive
- Attend partnership engagement opportunities throughout the grant period, share and monitor progress, and foster continuous improvement.
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Key Skills Requirements:

- Bachelor's degree preferred or equivalent combination of education and experience
- A minimum of two years of experience in human service case management requiring direct client interactions required
- Ability to pass a criminal background check
- Valid driver's license, acceptable driving record, current auto insurance and personal vehicle **or** access to personal transportation for travel throughout community
- Ability to maintain respect for the confidentiality of information divulged by or on behalf of individuals
- Possess the ability to relate to people of diverse educational, cultural, and economic backgrounds
- A consummate team player with an innovative, enthusiastic, and flexible approach
- Ability to build credible relationships with community members and partners
- Proven ability to collaborate and work in a team environment as well as work independently and make sound decisions
- Able to multi-task, meet deadlines, keep schedules, manage partner agency relationships, and perform in a high-paced environment
- Commitment to assisting ALICE population to achieve self-sufficiency
- Adherence to program policies and procedures
- Excellent written and oral communication skills
- Proficiency with MS Outlook, Word, and Excel; Ability to learn other applications.
- Strong detail orientation and self-organized

Work Demands & Environment:

- Ability to stoop, lift, finger – for example pick, pinch, or type and grasp



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- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word
- Exerting up to 20 of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects
- Ability to inspect and analyze figures, accounting items, written materials, newsprint, computer terminal characters, transcription, and other similar objects at distances generally close to the eyes.
- The worker is subject to a variety of inside environmental conditions that may occur in an office, a private home, or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens
- Although inside work is the rule, it is required that the individual be able to travel and may be exposed to a variety of weather conditions

This is a temporary position through December 2024.